

## Knowledge Management

Maintain 351 documents within CA Service Desk.

Maintain 267 documents in the IT Operations Document Library on SharePoint:

- Procedures: 83
- Policies: 21
- SLAs: 5
- Guides/references: 33
- Plans: 2
- Archive: 73

Maintain 50 IT Operations Forms.

On average, there are 5 new requirements per month.

Duties:

- Weekly review of existing documentation.
- Weekly creation of new documentation of procedures/policy, “Did You Know” (DYK) articles, announcements, etc.
- Weekly posting of “Did You Know” (DYK) articles on DMDC SharePoint homepage.
- Monthly archive update of past Did You Know postings.
- Creation of references, policies, agreements, plans, and procedures, as requested by divisions and teams or as required by changes or updates within DMDC.
- Monthly review of documents within CA Service Desk.